

State of Utah
Product Description
Product Number: 4210.01.14
DHA KEY APPLICATION SUPPORT AND AVAILABILITY

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Product Owner: Julie Fisher
Product Manager: Amie Hughes
Phone: 801-520-8241
E-mail: amiehughes@utah.gov

The following table contains a list of key business applications for the Department of Heritage & Arts. These applications are supported by DTS, by vendors, or a combination of the two.

The hours of support for each application are listed below.

Application	Support Hours	Days of Week
GIS Web-based Application (ArcGIS Server UDSH Web Application)	Standard Business Hours – 8:00 A.M. to 5:00 P.M.	Standard Business Hours – 8:00 A.M. to 5:00 P.M.
History Cemetery Burials Database	Standard Business Hours – 8:00 A.M. to 5:00 P.M.	Standard Business Hours – 8:00 A.M. to 5:00 P.M.
Inter-Library Loan	Standard Business Hours – 8:00 A.M. to 5:00 P.M.	Standard Business Hours – 8:00 A.M. to 5:00 P.M.
Preservation Pro	Standard Business Hours – 8:00 A.M. to 5:00 P.M.	Standard Business Hours – 8:00 A.M. to 5:00 P.M.
Contribute	Standard Business Hours – 8:00 A.M. to 5:00 P.M.	Standard Business Hours – 8:00 A.M. to 5:00 P.M.

Product Features and Descriptions

Feature	Description
Preservation Pro	A Web application that allows users to locate historically important sites through an interactive online interface. Smaller interactive Websites including RSS sites and department blogs.

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Inter Library Loan	This is a web based system to track the exchange of information and statistics with Public Libraries.
History Cemetery Burials Database	The Cemetery Burials Database is a searchable database web application that is a product of the Utah Cemetery Inventory Project that includes names and other recorded information about people who are buried in the Utah cemeteries. The data resides in a MySQL database with an intranet-based import tool developed and maintained by DTS/DHA IT staff.
Historical Markers & Monuments	This is a searchable web application which resides in MySQL with a web search interface. The database contains a list of historical markers and monuments throughout the state. The creation and maintenance of this database system is a statutory requirement.
GIS Web-based Application (ArcGIS Server UDSH Web Application)	This product is provided by AGRC.
Contribute	A user management and publishing solution that allows business users to publish content to their websites. Contribute is third party software that is maintained by DTS/DHA IT staff.

Features Not Included

Feature	Explanation
Vendor Support	Applications provided by a third party and supported by that third party are supported under the terms and conditions of their individual support agreements.

Rates and Billing

Feature	Description	Base Rate
DHA Application Development and Web Design and Consultation	See DHA Application Development and Web Design and Consultation rates	See DTS Approved Rate
GIS Web-based Application	See GIS Web-based Application	See DTS Approved Rate
Network Services	See Network Services	See Current Network Services Rate
Security	See Enterprise Information Security	See Current Security Rate
Hosting Services	See Hosting Services Subscription Rate	See Current Hosting Product Description

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Desktop Services	See Desktop Support	See Current Desktop Rate
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Ordering and Provisioning

Requests for application maintenance/design work are presented to the DHA IT Council for approval and prioritization. The DHA IT Council consists of the Executive Director, Deputy Director, Division Directors, other designated Agency staff and DTS IT Director. Enhancements, new features and new application or web site requests must be submitted to the Executive Director using the approved vision and scope document which outlines the requested service.

Once approved, DTS staff will compose and submit for signature a work order. Once the work order is signed by the DHA Executive or Deputy Director, DTS is authorized to proceed with development work and related services. Changes to that work order will be documented via a change request form submitted to the DHA ED, DD, or PMO.

All change requests, bug fixes and new functionality must follow the outlined process. Break/Fix requests should be submitted using the DTS Service Now system.

DTS Responsibilities

1. Provide business consultation on problem resolutions and future technical directions that may impact the application and its environment.
2. Provide ongoing project management of DHA application and web development projects including work breakdown structures among all assigned units, making DTS and designated business resource assignments, estimating and establishing time lines, managing requirements and deadlines, tracking internal project work efforts, coordinating business-side project assignments with the overall project schedules, correcting slippages and roadblocks, reporting progress and problems, making presentations to the DHA IT Council, and chairing appropriate project groups and committees.
3. Provide input, when appropriate, to business users and managers on system technical needs for upgrades, performance improvements, desirable re-works on application designs, and suggestions for solutions to bugs or enhancements.
4. Assist with software releases.
5. Manage all stages of the software development lifecycle (define requirements, design, develop software, test, fix, deploy, and maintain).
6. Monitor the capacity, status, and performance of the applications and project and inform DHA management when storage or processing upgrades will be necessary to maintain adequate levels.
7. Ensure DTS staff resources are adequately trained and kept current in the knowledge and skills necessary for the performance of services required by this agreement.
8. Assist, as requested by DHA, with upgrades/releases on third party software.

Agency Responsibilities

1. Prioritize application development and web design projects.
2. Provide and approve business and other requirements for application and web projects.
3. Report bugs discovered or enhancements and new development requested for each application in the Service Desk tracking system providing detail as required.
4. Participate in User Acceptance testing of each application release, paying particular

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attention to bug fixes and requested enhancements that have been assigned to the build, reporting any errors found.

5. Ensure operational Policies and Procedures are updated to reflect business process changes made as a result of any application changes.
6. Define roles and permissions for applications requiring security.
7. Approve access to the application for authorized outside agencies and their designated representatives.
8. Assume responsibility for protection of the data in any application from inappropriate use and

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
See Applications listed above	99%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%

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Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at:

<http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
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Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied